

How to Contact Us

Billing Questions: **903-237-1030**

Questions About the Quality of Your Drinking Water: **903-237-2780**

Water & Sewer Emergency, Service Interruptions: **903-236-3030**

Water Conservation or to Request a Speaker: **903-237-1034**

Source Water Assessment Questions: **903-291-5234**

Storm Water Runoff & Pollution Management: **903-237-1018**

To Report Water Pollution: **903-291-5234**

You can also find us on the internet at www.LongviewTexas.gov

The City Council meets every 2nd and 4th Thursday of each month.
Call **903-237-1080** or check our website for more information.

The Longview City Hall is located at 300 West Cotton Street.
Offices are open from 8 a.m. to 5 p.m.

Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en espanol,
favor de llamar al telefono 903-237-1060, 903-237-1236, 903-232-0063, or 903-237-1199.



Special Health Information

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly or Immuno-compromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline (800-426-4791).

Real East Texas
CITY OF LONGVIEW

P.O. BOX 1952
LONGVIEW, TEXAS 75606-1952
(903) 237-2780

Water Quality Report 2009

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2009

Water Quality Report

Real East Texas
CITY OF LONGVIEW



Our Pride & Dedication



Safe drinking water is an essential and precious resource for our community. The primary goal and responsibility of the City of Longview Public Water System employees is to provide you safe and reliable drinking water. These licensed water professionals utilize the latest technology to treat your drinking water and this water is tested continuously to ensure high quality. We are proud of the role we play in protecting public health and offering safe and potable water to the City of Longview. Over the years, we have dedicated ourselves to producing drinking water that is above and beyond state and federal drinking water standards. We continually strive to adopt new and better methods of delivering the best quality drinking water to you. All of the licensed water professionals of the City of Longview are committed to providing quality, innovative services that set the standard for professionalism and excellence. As new challenges to drinking water safety emerge, we will commit to be vigilant in maintaining our primary objective of providing quality drinking water at an affordable price.

Because safe drinking water is such an indispensable and valued resource for our society, it is important to us that you have information about your drinking water so you can have confidence in the product we deliver. This report provides you with information about the quality and sources of the drinking water you received in 2009 as well as programs that protect the high quality water and services delivered. We analyze water samples for bacteria, turbidity, inorganic contaminants, lead and copper, nitrates, volatile organic contaminants, total trihalomethanes, haloacetic acids, and synthetic organic contaminants, among other constituents. For your information, we have listed, in the following tables, the substances that were detected in your drinking water during the year. Although all of the substances listed are under the Maximum Contaminant Levels (MCLs) set by U.S. EPA, we believe it is important that you know exactly what was detected and how much of the substance was present in the water. As you read this report, we hope that you will find it useful and reassuring that your water is safe to drink. Please take the time to review this report. Help us protect and preserve this precious and finite resource.

If you have any health concerns related to the information in this report, we encourage you to contact your health care provider. For more information about this report, or for any questions relating to your drinking water, please call the Water Purification Division at 903-237-2780.

Substances Expected IN DRINKING WATER

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and can pick up substances resulting from the presence of animals or from human activity. Substances that may be present in source water include:

- **MICROBIAL CONTAMINANTS:** such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **INORGANIC CONTAMINANTS:** such as salts and metals, which can be naturally occurring or result from urban storm runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming.
- **PESTICIDES AND HERBICIDES:** which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **ORGANIC CHEMICAL CONTAMINANTS:** including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **RADIOACTIVE CONTAMINANTS:** which can be naturally-occurring or be the result of oil and gas production and mining.

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the system's business office. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791.

Longview Continues

TO IMPROVE YOUR WATER QUALITY & SERVICE

As drinking water standards continue to tighten, our challenge is to meet these stricter regulations. This means we must continue to update the treatment technology used at our water plants, pump stations, and storage tanks. As the City of Longview continues to grow and look toward the future, we continue to improve ourselves and the quality of the water that is sent to you and how it travels to your home or business. The City of Longview's Public Water System is widely recognized as a leader in the municipal utility industry and has made a measurable improvement to customer service.

The City of Longview Public Water System's licensed professionals are committed to providing a safe product for your use. Recently, on-line Total Organic Carbon (TOC) Analyzers have been installed at each water treatment plant to continuously measure the TOC and assist our licensed professionals in making quicker and more informed decisions regarding the removal of TOC, the implementation of an Enhanced Coagulation Program, and the basic operations of the treatment of your drinking water.

Changes, renovations, and rehabilitations are happening at the Sabine River Water Treatment Plant. Currently, a 35 million gallon reservoir is under construction. This will allow the plant to operate without interruptions while addressing issues at the Sabine River Raw Water Pump Station and will allow for additional settling time to help remove total organic carbon, taste and odor issues, and any other issues that may arise due to river contaminants and fluctuations. Also, occurring at the plant is a complete rehabilitation of the plant filters, renovation of a clarifier, a new carbon contact chamber and a carbon silo relocation. These will ensure more consistent taste and odor treatment and TOC removal and will improve the treatment processes of the water treatment plant.

A sludge removal program has begun at the Lake O' the Pines Water Treatment Plant and will continue with the other two plants in the near future. During the past year, nearly 2,000 cubic yards were removed from the Lake O' the Pines Water Treatment Plant and nearly 10,000 cubic yards were removed from the Sabine River Water Treatment Plant. A pump dedicated solely to sludge removal has been purchased for continuous operation of the sludge removal program.

Numerous security enhancements and upgrades have occurred throughout the City of Longview Public Water System. All enhancements and upgrades are based upon the information provided by the Vulnerability Assessment (VA) as required by the Texas Commission on Environmental Quality (TCEQ) and will help to increase the security and safety of your drinking water and their sources.

During the last few years, the Environmental Protection Agency (EPA) has implemented new rules regarding surface water treatment; the Stage 2 Disinfectants & Disinfection Byproducts (Stage 2 DBP) Rule, the Long Term 2 Enhanced Surface Water Treatment (LT2) Rule and the 2nd phase of the Unregulated Contaminant Monitoring Rule (UCMR2). For each of these new rules, the City of Longview will evaluate and is performing additional sampling on our source waters, water treatment plants, and distribution system to gather more information. The information from all of these new rules will be compiled by the EPA and used to provide additional modifications or improvements in the treatment techniques used by the City of Longview and used in future regulatory decision making by the EPA. For more information on these and other rules and regulations, visit: www.epa.gov/safewater.

The City of Longview did not experience any water shortages or implement any conservation plans during 2009. In the year 2009, East Texas watersheds experienced higher than normal rainfall and a higher organic loading due to the rise in flows. During the period, our employees continued to work extremely hard to maintain the supply and quality of your water by ensuring that the by-products of the disinfection process remained within regulations.

Why Water

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- Water is essential to the human body's survival. A person can live for about a month without food, but only about a week without water. Water helps to maintain healthy body weight by increasing metabolism and regulating appetite. It also leads to increased energy levels. The most common cause of daytime fatigue is actually mild dehydration. By the time a person feels thirsty his body has lost over 1 percent of its total water amount.
- Water can even prevent and alleviate headaches, and joint and back pain. It can also aid in the digestion process and naturally helps to moisturize the skin. It regulates the temperature of the human body, just as it regulates the earth's temperature. If you have a fever, you should drink lots of water.
- Americans drink more than 1 billion glasses of tap water each day. You can refill an 8 ounce glass of water approximately 15,000 times for the same cost as a six-pack of soda.
- Human brains are 75% water. Human bones are 25% water. Human blood is 83% water.
- Humans drink an average of 42,705 gallons of water throughout their life.
- A dairy cow must drink four gallons of water to produce one gallon of milk. There are zero calories in the four gallons of water that it took to produce the one gallon of milk, which is roughly 2,000 calories.
- There is the same amount of water on earth as there was when the earth was formed. The water that came from your faucet could contain molecules that Neanderthals drank!

Water Security:

THE WATER YOU SAVE MAY BE YOUR OWN!

Water Security is a shared responsibility involving water suppliers, wastewater utilities, government, law enforcement and citizens. We can all be actively involved in homeland security by playing a vital role in protecting our water resources. Local drinking water and wastewater systems may be targets for terroristic activity and others wishing to disrupt and cause harm to community water supplies or wastewater facilities. These facilities are often located in isolated areas. Drinking water distribution systems and wastewater collection systems may cover large areas that are difficult to protect and traverse.

WHAT CAN YOU DO?

Residents can be educated to be aware of and report any suspicious activity in and around local water and wastewater utilities. Interested and dedicated citizens are essential to increase the security eyes and ears in your community. Form and operate a citizen's watch network within to communicate regularly with law enforcement, your public plier and wastewater operator. Communication is the key safer community! Be alert! Remain aware!



WHEN REPORTING AN INCIDENT...

- State the nature of the incident
- Identify yourself and your location
- Identify location of activity
- Describe any vehicle involved
(color, make, model, license plate #)
- Describe the participants
(how many, sex, race, color of hair, height, weight, clothing)

For more information on water security visit:
www.epa.gov/safewater/security

Regulated Substances

AT THE TREATMENT PLANTS

YEAR	CONSTITUENT	AVERAGE	DETECTED RANGE	MCL	MCLG
2009	Chloramines (ppm)	1.64	1.21 - 2.04	4	4
Disinfectant used to control microbes					
2009	Chlorite (ppm)	0.317	0.06 - 0.52	1	0.8
Byproduct of drinking water disinfection					
2009	Barium (ppm)	0.060	0.05 - 0.08	2	2
Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits					
2009	Fluoride (ppm)	0.773	0.54 - 0.98	4	4
Erosion of natural deposits; Water additive which promotes strong teeth					
2009	Nitrate (ppm)	0.123	0.04 - 0.27	10	10
Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion from natural deposits					
2006	Gross Beta Particles & Photon Emitters (pCi/L)	4.65	4.6 - 4.7	50	NA
Decay of natural and man-made deposits of certain minerals that are radioactive and may emit forms of radiation known as photons and beta radiation					
2009	Total Organic Carbon (ppm) - Source Water	6.57	4.38 - 11.6	NA	NA
Naturally present in the environment					
2009	Total Organic Carbon (ppm) - Drinking Water	3.60	2.58 - 4.81	NA	NA
Naturally present in the environment					
2009	Total Organic Carbon (ppm) % Removal	43.69	9.07 - 68.28	NA	NA
The TOC removal ratio is the percent of TOC removed through the treatment process divided by the percent of TOC required by the TCEQ to be removed. The City of Longview water system also provides the alternative compliance criteria removal ratio required.					

Total Organic Carbon (TOC) has no adverse health effects. The disinfectant can combine with TOC to form disinfection by-products. Disinfection is necessary to ensure that water does not have unacceptable levels of pathogens. Total organic carbon provides a medium for the formation of disinfection by-products when water is disinfected. By-products of disinfection include trihalomethanes (THMs) and haloacetic acids (HAA) which are reported elsewhere in this report.

YEAR	CONSTITUENT	HIGHEST SINGLE MEASUREMENT	LOWEST MONTHLY % OF SAMPLES MEETING LIMITS	TURBIDITY LEVEL
2009	Turbidity (NTU)	0.26	100	0.3
Soil runoff				

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity is measured in Nephelometric Turbidity Units (NTU) and is a measurement of water clarity and the ability to pass smoothly throughout a sample of water. This water quality parameter is monitored as a treatment technique (TT).

Regulated Substances

AT THE CUSTOMER'S TAP

YEAR	CONSTITUENT	THE 90th PERCENTILE	# OF SITES EXCEEDING ACTION LEVEL	ACTION LEVEL
2009	Lead (ppb)	0.0013	0	15
Corrosion of household plumbing systems; Erosion of natural deposits				
2009	Copper (ppm)	0.0291	0	1.3
Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives				

The City of Longview is on a reduced sampling schedule for lead and copper, due to an excellent compliance history. The results listed above are distribution samples taken from the customers' tap. Lead and copper has not been detected in water leaving the water treatment facilities. The source of lead and copper is predominantly corrosion of household plumbing systems. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

City of Longview

SOURCES OF DRINKING WATER & DISTRIBUTION SYSTEM

LAKE

Longview uses surface water from three sources: Lake Cherokee, Sabine River, and Lake O' the Pines. A Source Water Susceptibility Assessment is currently being updated by the Texas Commission on Environmental Quality (TCEQ). This information describes the susceptibility and types of constituents that may come into contact with your drinking water source based on human activities and natural conditions. The information contained in the assessment allows us to focus on our source water protection strategies. Some of this source water assessment information will be available later this year on Texas Drinking Water Watch at <http://dww.tceq.state.tx.us/DWW>. For more information on source water assessments and protection efforts at our system, please contact us at 903-291-5234. To monitor water quality in local rivers, streams, and reservoirs, the City of Longview has a Watershed Management Program. We work closely with the Sabine River Authority, Cherokee Water Company, Northeast Texas Municipal Water District, Texas Railroad Commission, Texas Commission on Environmental Quality (TCEQ), Texas Parks and Wildlife Commission, American Water Works Association, Texas Water Utilities Association and local industries to monitor and maintain a high level of water quality.

SABINE

Under normal operating conditions, the Cherokee, the Sabine River, and Lake O' the Pines Water Treatment Plants treat and distribute water to elevated and ground storage tanks with the capacity of approximately 6 million gallons of water throughout the city in over 600 miles of pipeline. The east and southeast regions of Longview typically receive water from the Cherokee Water Treatment Plant. The west and southwest regions of Longview typically receive water from the Sabine River Water Treatment Plant. The north region receives water from the Lake O' the Pines Water Treatment Plant. Due to changes in demand and normal or emergency maintenance requirements, the typical distribution of water may change and residents may receive water from any of the water treatment plants.

CHEROKEE

Storm Water

POLLUTION PREVENTION PROGRAM

Watersheds may be susceptible to contamination resulting from flood, erosion, and pollution; also referred to as storm water runoff. The City of Longview has incorporated a program to help manage storm water pollution. Storm water pollution in your watersheds has decreased due to monitoring and the modification of the City's operations through good municipal housekeeping. Our program also works to control construction runoff resulting in less sediment, the number one pollutant in our watersheds. Finally, one of the most important parts of this program is the education and involvement of the public and citizens of Longview regarding watersheds and storm water pollution.

THE FOLLOWING GUIDELINES MAY HELP PREVENT STORM WATER POLLUTION

- Use fertilizers sparingly
- Sweep up driveways, sidewalks, and gutters
- Never dump, blow, sweep, or wash anything down storm drains
- Don't leave bare spots in your yard
- Compost wastes
- Use less toxic pesticides, follow labels, and learn how to prevent pest problems
- Direct downspouts away from paved surfaces; consider a rain garden to capture runoff
- Take your car to the car wash instead of washing it in the driveway
- Check your car for leaks and recycle your motor oil
- Pick up after your pet
- Remember: Storm drains end at the watershed and water source



For more information on Storm Water Pollution Prevention, please feel free to contact the Streets and Drainage Division of the City of Longview's Public Works Department at 903-237-1018.

Table Definitions

MAXIMUM CONTAMINANT LEVEL GOAL (MCLG)

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MAXIMUM CONTAMINANT LEVEL (MCL)

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL (MRDLG)

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MAXIMUM RESIDUAL DISINFECTANT LEVEL (MRDL)

The highest level of a disinfectant allowed in drinking water. This is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

TREATMENT TECHNIQUE (TT)

A required process intended to reduce the level of a contaminant in drinking water.

ACTION LEVEL (AL)

The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow.

mrem/YEAR

Millirems per year (a measure of radiation absorbed by the body).

pCi/L - Picocuries per liter
(a measure of radioactivity)

ppb - Parts per billion / micrograms per liter (ug/l)

NTU - Nephelometric turbidity units
(a measure of turbidity)

NA - Not applicable

ND - Not detectable at testing limits

ppm - Parts per million / milligrams per liter (mg/l)

Additional Parameters

This chart lists other items for which the water is tested. These items do not relate to public health but rather to the aesthetic quality. These parameters are often important to industrial water users or customers with special needs.

Aluminum	ppm	0.166 - 0.317
Manganese	ppm	0.001 - 0.002
Nickel	ppm	0.001 - 0.002
Zinc	ppm	0.005 - 0.006
Chloride	ppm	13.2 - 38.5
Sulfate	ppm	36.3 - 50.6
pH	pH units	8.8 - 8.8
Conductivity	µmhos/cm	226 - 325
Total Alkalinity as CaCO ₃	ppm	20 - 50
Bicarbonate	ppm	20 - 50
Dissolved Solids	ppm	136 - 197
Calcium	ppm	18.3 - 29.9
Magnesium	ppm	3.49 - 5.28
Sodium	ppm	12.9 - 16.3
Iron	ppm	0.013 - 0.015
Total Hardness as CaCO ₃	ppm	32.95 - 76.7
Total Hardness in Grains	Grains/Gallon	1.92 - 4.48

POSITIVE SAMPLES					
2009	Total Coliform Bacteria	1.2	*	0	Presence
Naturally present in the environment					
2009	Fecal Coliform Bacteria	ND	*	0	Presence
Naturally present in the environment					

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful bacteria may be present. The absence of coliform bacteria from water is a good indication that the water is micro-biologically safe for consumption. Longview analyzes over 984 samples each year. All repeat samples taken were negative and did not indicate the presence of coliform bacteria.

*Presence of coliform in 5% or more of the monthly samples.

Regulated Substances

IN THE DISTRIBUTION SYSTEM

Stage 1 Disinfection Byproducts

YEAR	CONSTITUENT	AVERAGE	DETECTED RANGE	MCL	MCLG
2009	Total Trihalomethanes (ppb)	49.2	24.5 - 88.6	80	NA
Byproduct of drinking water chlorination					
2009	Total Haloacetic Acids (ppb)	19.1	12.4 - 33.0	60	NA
Byproduct of drinking water chlorination					

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Unregulated Substances

AT THE TREATMENT PLANTS

Stage 1 Disinfection Byproducts

YEAR	CONSTITUENT	AVERAGE	RANGE
2009	Chloroform (ppb)	51.56	42.5 - 63.8
By-product of drinking water chlorination			
2009	Dichlorobromomethane (ppb)	26.57	23.4 - 30.25
By-product of drinking water chlorination			
2009	Dibromochloromethane (ppb)	9.69	7.97 - 11.86
By-product of drinking water chlorination			
2009	Bromoform (ppb)	3.55	1.09 - 6.00
By-product of drinking water chlorination			

Bromoform, chloroform, dichlorobromomethane, and dibromochloromethane are disinfection by-products. There is no maximum contaminant level for these chemicals at the entry point to distribution.

Unregulated Substances

AT THE TREATMENT PLANTS & IN THE DISTRIBUTION SYSTEM

Unregulated Contaminant Monitoring Regulation Second Cycle

YEAR	CONSTITUENT	AVERAGE	RANGE
2009	N-nitrosodimethylamine (NDMA) (ppb)	0.0037	0.0027 - 0.0048
Naturally present in the water or can form when chemicals are added for disinfection			

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

Any unregulated contaminants detected are reported in this table. For additional information and data, visit www.epa.gov/safewater/ucmr/ucmr2/index.html, or call the Safe Drinking Water Hotline at (800) 426-4791.